

General Information

PTA / PIA Name:	CDC - PMCRM - QTR1 - 2026 - CDC8822611	PTA / PIA ID:	4624933
Component Name:	CDC - Partnership Matters CRM	ATO Boundary Name:	Partnership Matters CRM
Overall Status:	Complete 	# of Days - Open:	176
Submitter:		Submit Date:	7/2/2026
Next Assessment Date:	07/09/2029	Expiration Date:	7/9/2029
Office:		OpDiv:	CDC
Security Categorization:	Moderate		
Make PIA available to Public?:	Yes	PIA Required:	Yes
General 01:	Identify the Enterprise Performance Lifecycle Phase of the system.		Operations and Maintenance
General 02:	Is this a FISMA-Reportable system?		Yes
General 03:	Does the system have or is it covered by a Security Authorization to Operate (ATO)?		No
General 04:	ATO Date or Planned ATO Date.		
General 05:	Is the system or electronic information collection, agency or contractor operated?		Contractor
History Log:	View History Log		

Privacy Threshold Analysis

Privacy Threshold Analysis

PTA 01:	Point of Contact (POC) Name	Jessica Mullen
PTA 01A:	POC Title and Organization	Public Health Analyst OD/OPPE
PTA 01B:	POC Email Address	mny5@cdc.gov
PTA 01C:	POC Phone Number	404.498.1325
PTA 02:	Indicate the following reason(s) for this PTA. Choose from the following options.	Internal Flow or Collection

PTA 02A:	Describe in further detail any changes to the system that have occurred since the last PIA.	The NCPIC (National Center for Injury Prevention and Control) Policy Hub (NPH) project transferred to the Office of Policy, Performance and Evaluation (OPPE). The system name/acronym has been changed to Partnership Matters Customer Relationship Management (PMCRM). OPPE updated the Enterprise Systems Catalog (ESC) record 3105, to reflect the new system name and acronym.
PTA 03:	Is the data contained in the system owned by the agency or contractor?	Agency
PTA 04:	Please give a brief overview of the purpose of the system by describing what the functions of the system are and how the system carries out those functions in support of HHS.	Partnership Matters Customer Relationship Management (PMCRM) is a scalable, central, web-based partner management platform for the Office of Policy, Performance and Evaluation (OPPE) Center and Division leadership and policy/partnership staff. The application serves as a critical tool for OPPE staff to store a complete record of partners' contact information in one central location and document, track and store a complete and current history of partner meetings, communications, asks, and actions. The system provides a single repository for accessing this information to enhance program actions.
PTA 05:	List and/or describe all the types of information that are collected, maintained, and/or shared by the system regardless of whether that information is PII and how long that information is stored.	Partnership Matters Customer Relationship Management (PMCRM) stores information about partnership organizations, including the organization name, address, and topic areas. It also stores business contact information for individuals associated with those organizations, including business and personal name, job title, business phone number, business email address, business mailing address, city, state, organization affiliation, and topic areas of interest. Business contact information is retained for two years, or until it is no longer needed, after which it is archived.
PTA 05A:	Are user credentials used to access the system?	Yes, but the user credentials are maintained in a separate system (e.g., AD, AMS) and not collected or maintained by this system.
PTA 05C:	Please identify the system that maintains the user credentials or controls access to this system.	The system that maintains the user credentials or controls access is: Access Management System (AMS) via Secure Access Management Services (SAMS), Active Directory (AD), and Salesforce. SAMS and AD are separate systems with their own PIA.

PTA 06:	Describe why each type of information is collected, maintained, and/or shared by the system. Specify what information is collected about each category of individual.	Partnership Matters Customer Relationship Management (PMCRM) does not directly share data with other systems. While users may export data and reports, the system does not include automated data-sharing functionality. Business contact information, including business and personal name, job title, business phone number, business email address, business mailing address, city, state, organization affiliation, and topic areas of interest, is collected to facilitate partner communications, support follow-up activities, enhance program actions, and maintain a complete and current record of partner meetings, communications, requests, and actions.
PTA 07:	Does the system collect, maintain, use, or share PII?	Yes
PTA 08:	Does the system include a website or online application?	Yes
PTA 08A:	Provide the URL(s).	https://injurycenterpolicyhub.cdc.gov/partnerhub https://ncipc.my.salesforce.com/ https://sams.cdc.gov https://harmreductionhelp.cdc.gov/s/login/
PTA 08B:	Are any of the website or online applications accessible by the public (including publicly accessible log in pages)?	Yes
PTA 09:	Describe the purpose of the website, who has access to it, and how users access the web site (via public URL, log in, etc.). Please address each element in your response.	The websites are used for authentication and are required to interact with the system. They are accessed via public secured URLs. Internal users are required to use their PIV credentials when logging on via the AMS login on SAMS. System Administrators can also log in with username and password on the Salesforce, CDC Partner Hub, and CDC Harm Reduction TA Center login sites. External Users (TA Providers) also login via SAMS, but are required to use a username and password. Organizations seeking assistance with community harm reduction services can request assistance by completing the Harm Reduction Technical Assistance (TA) Request Form that is publicly available online @ https://harmreductionhelp.cdc.gov/s/contactsupport. No log-in is required for those making TA requests.
PTA 10:	Does the website have a posted privacy notice?	Yes
PTA 11:	Does the website contain links to non-federal government websites external to HHS?	Yes
PTA 11A:	Is a disclaimer notice provided to users that follow external links to websites not owned or operated by HHS?	Yes

PTA 12:	Does the website use web measurement and customization technology?	No
PTA 13:	Does the website have any information or pages directed at children under the age of thirteen?	No
PTA 14:	Does the system have a mobile application?	No
PTA 20:	Are any third-party websites or applications (TPWA) associated with the system?	No
PTA 21:	Does this system use artificial intelligence (AI) tools or technologies?	No

Privacy Impact Assessment		
Privacy Impact Assessment		
PIA 22:	Indicate the type(s) of personally identifiable information (PII) that the system will collect, maintain, or share.	Biographical Information Name Contact Information Email Address (Personal) Mailing Address (Personal) Phone Numbers (Personal) Email Address (Business) Mailing Address (Business) Phone Numbers (Business) Other Other
PIA 22A:	Identify the “other” type(s) of personally identifiable information (PII) not mentioned in the above list.	Job title, city, state, organization affiliation, and topic areas of interest
PIA 23:	Indicate the categories of individuals about whom PII is collected, maintained, or shared.	Business Partners/Contacts (Federal state, local agencies) Employees/HHS Direct Contractors Members of the public
PIA 24:	Indicate the approximate number of individuals whose PII is maintained in the system.	500 – 4,999
PIA 25:	For what primary purpose is the PII used?	Personally Identifiable Information (PII) is used to establish an account.
PIA 26:	Describe any secondary uses for which the PII will be used (e.g., testing, training, or research).	PII is also used to contact business partners, schedule/ communicate upcoming events and meetings, and contact CDC staff interacting with external partners.
PIA 28:	Identify legal authorities, governing information use and disclosure specific to the system and program.	Public Health Service Act, Section 306(b) (42 U.S.C. 242k).
PIA 29:	Are records in the system retrieved by one or more PII data elements?	No

PIA 30:	Identify the sources of PII in the system.	Directly from an individual about whom the information pertains - In-person - Email - Online Government Sources - Within the OPDIV - Other HHS OPDIV - State/Local/Tribal Non-Government Sources - Members of the Public
PIA 31:	Is there an Office of Management and Budget (OMB) information collection approval number?	No
PIA 31B:	Explain why an OMB information collection approval number is not required.	The Harm Reduction Technical Assistance Request Request form (https://harmreductionhelp.cdc.gov/s/contactsuppo) not qualify as a data collection or a “collection of information” in accordance with the Paperwork Redu Act, 5 C.F.R. §1320.3(h). <i>Information</i> means any <u>statement or estimate of fact or opinion</u>, regardless of form or format, whether in nu graphic, or narrative form, and whether oral or main on paper, electronic or other media. Information/data collection in accordance with 5 C.F §1320.3(h) does not include information necessary to respond to an organization reaching out with a re for technical assistance, such as contact information brief description of the topic/nature of the request. Information provided to CDC on the TA Request form the requestor’s own benefit, not for the benefit of for CDC use to inform policy or program.
PIA 32:	Is the PII in the system shared directly with other organizations outside the system’s Operating Division?	No
PIA 33:	Is the submission of PII by individuals voluntary or mandatory as defined in the Privacy Act?	Voluntary
PIA 34:	Describe the method in place to notify and obtain consent from individuals whose PII will be collected. If no prior notice is given or consent cannot be obtained, explain why.	The CDC users may opt out, however, they will not gain access to the system to enable them to do tasks that is part of their job. PII is necessary to authenticate the users.
PIA 35:	Describe the process to notify and obtain consent from the individuals whose PII is in the system when major changes occur to the system (e.g., disclosure and/or data uses have changed since the notice at the time of original collection). If they cannot be notified or have their consent obtained, explain why.	The participants are contacted via email to notify and obtain consent when major changes occur.

PIA 36:	Describe the process in place to resolve an individual's concerns when they believe their PII has been inappropriately obtained, used, or disclosed, or that the PII is inaccurate. If no process exists, explain why not.	The individual users may report their concerns about any erroneous PII or any inappropriate attainment, use or disclosure to call the Partnership Matters Customer Relationship Management (PMCRM) office at 404-498-1325 .
PIA 37:	Describe the process in place for periodic reviews of the system to ensure the integrity, availability, accuracy, and relevancy of the PII in the system. Please address each element in your response. If no processes are in place, explain why not.	The Database administrator and technical steward periodically reviews the PII contained in the system against the spreadsheets/database from which the data is extracted to ensure the data's integrity, availability, accuracy and relevancy.
PIA 38:	Identify who will have access to the PII in the system.	Users Administrators Developers Contractors
PIA 38A:	Select the type of contractor.	HHS/OpDiv Direct Contractors
PIA 38B:	Do contracts include Federal Acquisition Regulation (FAR) and other appropriate clauses ensuring adherence to privacy provisions and practices?	Yes
PIA 39:	Provide the reason why each of the groups identified in 38 needs access to PII.	Users: Users require access to contact individuals Administrators: Administrators need access to contact individuals and to ensure the data's integrity, availability, accuracy and relevancy. Developers: Developers need access to production environment to handle enhancements and potential bug fixes. Contractors: Direct contractors need access for loading data into system and operations and maintenance.
PIA 40:	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	Users are restricted through the Secure Access Management System (SAMS) and application managed role-based access. Information can only be accessed by authenticated users based on user roles and access ranges.
PIA 41:	Describe the technical methods in place to allow those with access to PII to access only the minimum amount of information necessary to perform their job.	Information can only be accessed by authenticated users. A tiered permission set based on user role and least privilege will limit access to data and PII.
PIA 42:	Identify the general security and privacy awareness training provided to system users (system owners, managers, operators, contractors and/or program managers) to make them aware of their responsibilities for protecting the information being collected and maintained.	All CDC employees and contractors are required to take Privacy and Security Awareness training at least annually.

PIA 43:	Describe the training system users receive above and beyond general security and privacy awareness training.	Specific system training will be conducted with all system users. In addition, privileged users receive Role Based training within three (3) months of entering a position that requires role-specific training, and at least once every three (3) years.
PIA 44:	Describe the process and guidelines in place for the retention and destruction of PII. Cite specific National Archives and Records Administration (NARA) records retention schedule(s) and include the retention period(s).	CDC Records Control Schedule 1-1.d Office Administrative Files and 1-8: Correspondence (General) Cut off at end of calendar year. Do not transfer to the Federal Records Center. Destroy when 2 years old or when no longer needed. Disposal methods include burning or shredding hard copy and erasing computer tapes and disks.
PIA 45:	Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.	Administrative: Administrators have access to define/update information access across all users. Role Based Training required for any Privileged Users. Technical: Role based access controls are in place using system permissions. Personal Identity Verification (PIV) authentication is in place. Physical: Security Guards control physical access within data centers, locked doors, and monitored access to components

Review and Comments			
OpDiv Privacy Analyst Review			
Privacy Analyst Review Decision:	Approved	Privacy Analyst Review Date:	7/2/2026
Privacy Analyst Review Comments:	Please refer to the comments dated 7/2/2026.	# of Days - PA Review:	0

SOP Review			
SOP Review Decision:	Approved	SOP Review Date:	7/9/2026
SOP Review Comments:	Approved on behalf of Beverly Walker	# of Days - SOP Review:	7

Agency Privacy Analyst Review			
Agency Privacy Analyst Review Decision:	Approved	Agency Privacy Analyst Review Date:	7/10/2026
Agency Privacy Analyst Review Comments:	Reviewer: Shanai Shobowale 7/10/2026 This PIA is ready for SAOP review and approval.	# of Days - APA Review:	1

SAOP Review					
SAOP Review Decision:		Approved	SAOP Review Date:		7/10/2026
SAOP Review Comments:			# of Days - SAOP Review:		0
SAOP Signature					
Date	User	Type	Name	Original Value	New Value
7/10/2026 4:57 PM	BAUR, VANESSA	Signature	SAOP (Email PIN)		Content Signed

Supporting Document(s)				
Name	Size	Type	Upload Date	Downloads
No Records Found				

Comments				
Question Name	Submitter	Date	Comment	Attachment
PTA 05A	Data Feed Service, pta_pia_CDC_Release	1/15/2026	The system providing credentials is: Access Management System (AMS) via Secure Access Management Services (SAMS), Active Directory (AD), and Salesforce	
PTA 02A	Data Feed Service,	1/27/2026	First use, "NCIPC " and "ESC", please	

	pta_pia_CDC_Release		spell out if available.
PTA 06	Data Feed Service, pta_pia_CDC_Release	1/27/2026	The data types in this response must match the data types in PTA-5. PTA-5 should list the data types and PTA-6 should describe why these data types are collected, maintained, and/or shared. PMCRM. Business Information (name, job title, phone number, email address, organization affiliation, and topic areas of interest) The following data types are stated in PTA-5 and are missing from this response: business mailing address, city, state,
PTA 06	Data Feed Service, pta_pia_CDC_Release	1/27/2026	Please verify if the "Business Information" stated in this response is the same as the "Business Contact information" stated in PTA-5. The language should be consistent across the document.
PTA 05C	Data Feed Service, pta_pia_CDC_Release	1/27/2026	Please add this language, "SAMS and AD is a separate system with its own PIA."
PTA 05	Data Feed Service, pta_pia_CDC_Release	7/2/2026	1. Please combine all of the data types for partnership organization into one paragraph if possible. Partnership Matters Customer Relationship Management (PMCRM) stores information about partnership organizations, including name, address, and topic areas. PMCRM also stores information about specific contacts at these partnership organizations, including name (business and personal), job title, business phone number, business email address, business mailing address, city, state, organization affiliation, and topic areas of interest. PII (Business Contact Information only) is stored for two years or when no longer needed and is archived at that point. 2. Please ensure that the terminology that is used is used the same way throughout the documents. ex. Name verses Business name, address verses business address. 3. Please explain or provide an example of what "topic areas of interest" consist of or contains.

PTA 06	Data Feed Service, pta_pia_CDC_Release	7/2/2026	There are 2 references to the Business Contact Information data types in this response, please confirm to ensure that both are needed. Please remove one of them Business Contact Information (name, job title, phone number, email address, organization affiliation, business mailing address, city, state and topic areas of interest) is collected for partner contact, follow-ups, and to enhance program actions. Also, OPPE staff store partner Business Contact Information (name, job title, phone number, email address, organization affiliation, business mailing address, city, state and topic areas of interest) Note: The data types identified in PTA-5 must be described in PTA-6.
PIA 22	Data Feed Service, pta_pia_CDC_Release	7/2/2026	Please update this response with missing data types from PTA-5, such as name (business and personal), business phone number, business email address, business mailing address, city, state, organization affiliation, and topic areas of interest.
PIA 22A	Data Feed Service, pta_pia_CDC_Release	7/2/2026	Please confirm "Userid" since it is not listed in PTA-5 or described in PTA-6.